

# MELISA LEAL

Supervisor/Lead hostess.

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Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Customer-focused candidate eager to put excellent communication and interpersonal skills into practice. Handles reservations, seating arrangements and payments. Trainable and committed to creating warm and inviting atmosphere.

## SKILLS

- Reservation Planning
- Restaurant Operation
- to Go Order Preparation
- Guest Relations Management
- POS Systems Operations
- Service Prioritization
- Customer Service
- Dining Room Management
- Guest Relations
- Floor planning
- Strong leadership
- Customer service excellence
- Seating arrangements
- Attention to detail
- Team Player

## LANGUAGES

- English — Advanced
- spanish — Native

## EXPERIENCE

### Supervisor/Lead Hostess

Sep 2023 — Jul 2024

Klaw Miami | Bayshore dr

- Trained new hostesses on customer service best practices and restaurant policies to maintain high standards of service.
- Supervised the hostesses team to make sure everything is running well in business hours.
- Managed floor plan and seating.
- Managed hostess scheduled.
- Handling cash.
- Greeted customers warmly upon arrival and provided friendly and warm presence throughout dining experience.
- Assigned patrons to tables suitable for needs and restaurant section rotation.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.
- Answered customer questions about hours, seating, and menu information.
- Cultivated positive guest relations by managing information and orchestrating speedy seating.
- Worked with front of house staff to move tables and adjust seating to accommodate groups with special requests (VIPS).
- Accommodated special seating requests for guests to enhance satisfaction.
- Organized, stocked and cleaned establishment's front lobby during shifts to maintain welcoming appearance.
- Completed daily side work and opening and closing duties without fail.

### Reservationist/Hostess

Aug 2022 — Sep 2023

Komodo Miami - Restaurant | brickell ave

- Answered customer questions about hours, seating and menu information.
- Supported servers, food runners and bussers with keeping dining area ready for every guest.
- Took reservations and to go orders by phone, answered customer questions and informed of accurate wait times.
- Collected information from arriving customers to seat groups or place them on waitlist.
- Greeting guests upon arrival
- Informing guests of their wait time
- Monitors a waiting list, enters guest names into the computer system , show guests to their table and bid guests farewell as they leave.
- In charge of checking and writing down the cover flows and last tables at the end of the night.
- Watched dining area staff to evaluate server loads and calculate accurate wait times.
- Stayed in open communication with kitchen team to assess cooking times, avoid worker overload and minimize customer dissatisfaction.
- Answered customer questions about hours, seating, and menu information.
- Took reservations and to go orders by phone, by email, answered customer questions, and informed of accurate wait times.
- Checked in with servers to confirm preparedness before seating customers.

### Retail Sales Associate

Jan 2022 — Sep 2022

Tmobile | miami fl

- Greeted customers and helped with product questions, selections and purchases.
- Helped customers complete purchases, locate items and join reward programs.
- Checked pricing, scanned items, applied discounts and printed receipts to ring up customers.
- Maintained clean sales floor and straightened and faced merchandise.
- Stocked merchandise, clearly labeling items, and arranging according to size or color.
- Monitored sales floor and merchandise displays for presentable condition, taking corrective action such as restocking or reorganizing products.
- Organized store merchandise racks and displays to promote and maintain visually appealing environments.
- Offered each customer top-notch, personal service to boost sales and customer satisfaction.
- Answered questions about store policies and addressed customer concerns.
- Used POS system to process sales, returns, online orders and gift card activations.

### Staff trainer/Bartender

Feb 2018 — Dec 2021

Olive Garden Restaurant | miami fl

- Trained new bartenders and other team members on drink preparation, product promotion, garnish preparation and sanitation protocol.
- Trained and mentored new personnel hired to fulfill various roles.
- Coordinated workshops for employees to better understand company mission, streamlining daily activities and aligning worker and company priorities.
- Monitored day to day activities of company and employees, noting areas needing improvement and implementing plans for rectification.
- Cultivated warm relationships with regular customers.
- Worked with POS system to place orders , manage bills, handling cash , handling to-go orders.
- Explained the menu items and suggested appropriate options for food and ALLERGY concerns.
- Bussed and reset tables to keep dining room and work areas clean.

### Front desk receptionist/ Patient coordinator

Jun 2024 — Present

Dolce Medical Spa | Miami, Fl

- Greet and welcome clients as they arrive at the spa
- Schedule appointments and manage the spa's calendar
- Answer phone calls and respond to client inquiries
- Process payments and operate the cash register
- Maintain a clean and organized reception area
- Assist with inventory management and ordering supplies
- Coordinate with spa staff to ensure smooth operations
- Making 300 bound calls a day to new leads
- Keeping the estheticians informed of their schedule and bookings
- Making sure all the rooms are clean and sanitized
- Getting inventory done every Sunday so that everything is restocked.
- Organizing all new inventory in the right places.
- Performing opening and closing duties at the end of the day.

### Front desk/Sales person

Feb 2023 — Jun 2023

Dolls Plastic Surgery | Aventura, Fl

- Engage with potential clients through various channels (phone, email, in-person) to understand their needs and provide detailed information about our surgical services.
- Convert hot leads into scheduled consultations and surgeries.
- Build and maintain strong relationships with clients, ensuring a high level of satisfaction and trust.
- Follow up with clients post-consultation to answer questions, provide additional information, and close sales.
- Collaborate with the marketing team to support promotional campaigns and generate new leads.
- Achieve and exceed sales targets and performance metrics.
- Stay updated on the latest trends and advancements in cosmetic and reconstructive surgery to effectively communicate benefits to clients.
- Participate in ongoing training programs to enhance product knowledge and sales skills.

### Supervisor/Lead hostess

Jan 2024 — Jul 2024

The Key Club | Coconut Grove , FL

- Oversee the daily operations of the restaurant floor
- Manage and supervise a team of floor staff, including servers, hosts, and bussers.
- Ensure excellent customer service by addressing customer inquiries and resolving any issues that may arise
- Maintain inventory control and monitor stock levels to ensure availability of necessary supplies
- Utilize POS system to process customer orders and payments accurately
- Collaborate with kitchen staff to ensure timely and efficient food service
- Coordinate and oversee banquet events, ensuring smooth execution and customer satisfaction
- Train and develop floor staff on service standards, product knowledge, and company policies

## EDUCATION

### High School Diploma

2014 — 2018

Westland Hialeah High School